

# **Integrating Knowledge Management into Business Processes**

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# **CERTIFICATE OF AUTHORISATION/ORIGINALITY**

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I here declare that the work described in this thesis is the result of original research and has not been submitted for a higher degree to any other University or Institution.

I certify that all information sources and literature used are described in the thesis.

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# Contents

<b>Abstract.....</b>	<b>1</b>
<b>Chapter I                      Introduction.....</b>	<b>1</b>
1.1    Knowledge Management.....	3
1.1.1    Important Issues of Knowledge Management in    Business....	4
1.1.2    Advantage of Knowledge Management (KM) in Business....	6
1.1.3    Relationships of Knowledge Management to Other Disciplines.....	7
1.1.4    Important of the Context.....	8
1.2    Major Issues in KM.....	8
1.2.1    The current issues in KM.....	8
1.2.2    Practice in KM.....	10
1.2.3    The Practical Principles for KM.....	11
1.2.4    The Wrong Issues in Current KM.....	11
1.2.5    Scoping the problems and addresses in current issues.....	13
1.2.6    Overview of the Research.....	14
1.3    The Structure of the Thesis.....	15
<b>Chapter II                      Literature Review.....</b>	<b>17</b>
2.1    Knowledge Management has many research dimensions.....	17
2.2    Background Theory.....	20
2.2.1    Differences between Polanyi's Model and Nonaka's Model	
2.3    Knowledge Management Frameworks in Business World.....	24
2.3.1    Knowledge Management (Framework/Methodology).....	30
2.4    Comments on whether KM frameworks use KM theory.....	33
2.5    Important of the Thesis.....	35
2.5.1    Hypothesis of Research.....	37
2.6    Outcomes of Research and Suggestive Methodology in Practice....	37
2.7    Summary.....	39
<b>Chapter III                      Methodology.....</b>	<b>40</b>
3.1    The Research Objectives.....	40
3.2    Research Approach.....	42
3.3    Defining the Methodology.....	43
3.4    Summary.....	48
<b>Chapter IV                      A Model for Knowledge Management .....</b>	<b>50</b>
4.1    The Concept to Develop Evolving Knowledge Process (EKP) Model.....	50
4.2    Why we define EKP activities and resources?.....	55
4.3    Evolving Knowledge Process (EKP) Model.....	58
4.4    Summary.....	60

<b>Chapter V</b>	<b>EKP Model is Comparative to Nonaka's Model.....</b>	<b>62</b>
5.1	Nonaka's SECI modes are distributed in EKP Model.....	62
5.2	Evolving Knowledge is comparative to Nonaka's Knowledge Creation Process.....	64
5.3	Summary.....	65
<b>Chapter VI</b>	<b>A Method for Integrating Knowledge Management into Business Processes.....</b>	<b>66</b>
6.1	Knowledge Intensive Process in Organisation.....	66
6.2	Review of Existing Models for Collaborative Processes.....	67
6.2.1	Data flow diagram models.....	67
6.2.2	Entity-Relationship (E-R) Model.....	69
6.2.3	Object Modeling.....	70
6.2.4	The Collaborative Process Model.....	72
6.2.5	Collaborative Business Process Model.....	74
6.3	Knowledge Sharing Process.....	76
6.4	Metamodel for Knowledge Intensive Process.....	77
6.5	A Modeling Collaborative Business Processes.....	78
6.5.1	Notation used in describing systems using the collaborative model.....	80
6.6	Supply Chain Management as Business Processes.....	81
6.7	Integrating EKP Activities.....	83
6.8	Applications of EKP Model.....	84
6.9	Summary.....	89
<b>Chapter VII</b>	<b>Facilitate the Process.....</b>	<b>90</b>
7.1	An Agent.....	91
7.1.1	Intelligent Agents.....	94
7.2	Generic Agent Structure.....	95
7.2.1	Agent Perception.....	96
	(a) Knowledge about what information is needed in activity.....	97
	(b) Knowledge about best sources of information is needed in activity.....	97
	(c) Knowledge about best ways to carry out activity.....	97
7.2.2	EKP Multi Agent System.....	97
7.3	Knowledge Accumulation Agent.....	98
7.3.1	Sources for knowledge accumulation.....	99
7.3.2	Best ways to accumulate knowledge.....	100
7.4	Domain Knowledge Analysis Agent.....	105
7.4.1	Beliefs in domain knowledge analysis.....	106
7.4.2	Best approaches to domain knowledge analysis.....	107
7.5	Knowledge Filtering Agent.....	112
7.5.1	Beliefs of sources about filtering knowledge.....	114
7.5.2	Beliefs of best ways for filtering knowledge.....	114
7.6	Knowledge Interpretation Agent.....	121

7.6.1	Beliefs of best ways for knowledge interpretation process.	122
7.7	Knowledge Consolidation Agent.....	126
7.8	Knowledge Refinement Agent.....	128
<b>Chapter VIII</b>	<b>Implementing the EKP Model.....</b>	<b>131</b>
8.1	Implementing the EKP Model.....	131
8.2	The Implementation of System Components.....	131
<b>Chapter IX</b>	<b>Conclusion and Future Works.....</b>	<b>137</b>
9.1	Conclusion.....	137
	9.1.1 Integration of Knowledge Management into Business Processes.....	137
	9.1.2 Implementation of EKP Model using software agent.....	138
9.2	Future Work.....	138
	9.2.1 Developing the Integration Methods.....	138
	9.2.2 Using software agent for Implementation.....	139
9.3	Research Views.....	139
	<b>Author's Associated Publications.....</b>	<b>140</b>
	<b>References.....</b>	<b>141</b>
	<b>Appendix (source codes).....</b>	<b>154</b>

# List of Figures

2-1	Nonaka's knowledge creation process (The SECI Model).....	21
2-2	Four categories of ba.....	22
2-3	Four categories of knowledge assets.....	23
2-4	Knowledge management Framework.....	31
2-5	Research Methodology in practice.....	37
3-1	Explaining the research methodology.....	43
3-2	An adapted Method to integrate EKP model into business process.....	47
4-1	Developing of the EKP Model.....	53
4-2	Evolving Knowledge Process (EKP) Model.....	60
5-1	Nonaka's model is distributed along EKP activities.....	63
6-1	Data flow diagram model.....	68
6-2	E-R Model.....	69
6-3	Object relationships.....	71
6-4	Collaborative Process Model (Sarin, et al, 1991).....	72
6-5	Decomposition: Subtask of "Review Proposal".....	73
6-6	A Hawryszkiewicz-style rich picture of customer service process.....	74
6-7	Transition diagram.....	75
6-8	MOO diagram for customer services process.....	76
6-9	Collaborative Metamodel.....	78
6-10	Notations.....	80
6-11	Supply Chain Management – top level diagram.....	82
6-12	Integrating EKP activities into business process in detail.....	84
6-13	Online Teaching – top level diagram.....	86
6-14	Integrating EKP activities (Example: course development activity.....	87
7-1	Agents that maintain state.....	91
7-2	Generic Agent Structure.....	95
7-3	Agent's perception with control subsystem.....	96
7-4	EKP Multi Agent to facilitate the process.....	97
7-5	Process of knowledge accumulation agent.....	98
7-6	Process of domain knowledge analysis agent.....	105
7-7	Filtering knowledge.....	112
7-8	Process of filtering knowledge agent.....	113
7-9	Process of knowledge interpretation agent.....	121
7-10	Process of knowledge consolidation agent.....	126
7-11	Process of knowledge refinement agent.....	128
8-1	Technical structure of the HTTP request.....	131
8-2	File structure of the HTTP tomcat webserver.....	132
8-3	Multi Agent Systems screen.....	133
8-4	Evolving Knowledge Process menu.....	133

8-5	Knowledge management menu.....	134
8-6	Knowledge category and knowledge description screen.....	134
8-7	Consolidated knowledge screen.....	135
8-8	Memorised knowledge screen.....	135

## List of Tables

2-1	A sample of knowledge management frameworks.....	26
4-1	Two types of knowledge (Nonaka, 1995).....	51
5-1	EKP activities are comparative to Nonaka's knowledge creation process.....	64



## **Abstract**

*The 'new economy' enterprises, this thesis explains why knowledge management can fail and how the risk of such failures may be minimised. The key proposal is that knowledge management should be integrated into business processes and software agents should be used to facilitate knowledge management in business processes. The problem then is how such integration of the methodology can be applied to a concrete knowledge model.*

## **The Evolving Knowledge Process (EKP) Model**

*The proposed approach includes these features: firstly, a method for developing a knowledge model; secondly, how the proposed knowledge model can be integrated into business processes; and thirdly, the use of a software agent to facilitate the integration of knowledge management into the business process; and finally, we implemented the EKP model using the Java programming language to demonstrate our system on the computer and to facilitate the use of agents.*

## **Agents to Facilitate the Process**

*This thesis suggests how knowledge agents can facilitate the knowledge process. One solution is to develop a multiagent system based on the Evolving Knowledge Process (EKP) model. We defined each agent in the knowledge process to support and facilitate the process. Each agent has its own goals, plans and actions, and communicates with the other agents.*